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September 19, 2002

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Ms. Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TWB-204  
Washington, DC 20554

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re: Notice of Inquiry Concerning a Review of the Equal Access and Nondiscrimination  
Obligations Applicable to Local Exchange Carriers, CC Docket No. 02-39

Dear Ms. Dortch,

Yesterday afternoon, Martha Marcus, Lynn Crofton, Carol Wohlrab, Sue Landerman and I from AT&T, Karen Reidy from WorldCom, Sue McNeil, Cathy Swanson, and Lil Taylor from Sprint and by phone, Betty Tavidan and Carol Sawyer-Aguilar from WorldCom, Jackie VonSchmidt from AT&T met with Ann Stevans and Julie Veach from Competition Policy Division of the Wireline Competition Bureau and Margaret Egler, Michelle Walters, David Marks, Nancy Stevenson and Perlesta Hollingsworth from Consumer and Governmental Affairs Bureau to discuss the topic of mandatory minimum CARE (Customer Account Record Exchange) standards in the above-referenced proceedings.

The attachments, which were handed out at the meeting, provided the details of the discussion.

Two copies of this notice are being submitted to the Secretary of the FCC in accordance with Section 1.1206 of the Commission's rules.

Sincerely,

Attachments (2)

cc: Margaret Egler  
Perlesta Hollingsworth  
David Marks  
Ann Stevans  
Nancy Stevenson  
Julie Veach  
Michelle Walters

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# Agenda

- Meeting Goals
- Problem
- Solution
- Results
- Cost Considerations
- Anticipated Impact
- Recommendation

# Meeting Goals

- Review industry problem (lack of mandatory minimum CARE standards) that leads to consumer confusion and complaints.
- Define significant aspects of the minimum CARE standards proposal.
- Discuss preliminary research linked to an anticipated reduction in consumer complaints.
- Obtain FCC assistance in implementing proposed solution.

# Problem: Lack of Mandatory Minimum CARE Standards

- Customer Account Record Exchange (CARE) data is *essential* for carriers to:
  - establish a customer account
  - bill accurately
  - execute and confirm customer orders and transfers
  - avoid inadvertent continued billing, violation of Truth-in-Billing regulations, and customer misperception of cramming and slamming
- Participation in the CARE process is currently neither regulated nor mandated. Industry-wide participation does not exist, and inconsistent adoption of certain standards by some companies exacerbates processing errors.
- There is no other reliable alternative for a carrier to receive timely, accurate and complete customer billing information. Without this information, the carrier is unable to identify a customer placed on its network by the local service provider.

# **Solution: Mandatory Minimum CARE Standards**

- Mandatory minimum CARE standards provide a realistic solution for an industry-wide problem by specifying the standardized exchange of essential, end user information including:
  - *a small number of minimum CARE codes (TCSIs are clearly detailed within the proposal) that must be provided for end user activity affecting PIC selections, PIC removals, end user disconnects, and essential end user account maintenance activity*
  - a recommendation for a process to ensure the timely, accurate, and complete exchange of this data by all available transmission (media) types
  - a recovery process to remedy incomplete or inaccurate CARE data

# **Results: Exchange of Information to Protect Consumers from Billing Errors**

- Implementation of this proposal will provide the minimum necessary information to allow any carrier to:
  - submit an end user PIC order to the correct local service provider
  - know when any local service provider has put an end user on the carrier's long distance network
  - know when any local service provider has removed an end user from the carrier's long distance network
  - receive critical changes to end user account information (e.g.; change to bill name and/or bill address)
  - know who the local service provider has suspended or blocked from using the carrier's long distance network
  - receive notification of order failure (allowing the carrier to take corrective action)

# Cost Considerations

- Minimum CARE standards are a critical and necessary part of doing business.
- A variety of options that minimize start-up costs exist to effectively communicate this information.
- A reasonable number of TCSIs, a small subset of current OBF CARE industry guidelines, are identified for industry-wide, mandatory implementation.
- Certain transactions allow for comparable, alternative codes to provide the needed information. These codes are also identified to minimize potential development costs.

*[Note: The mandatory minimum CARE standards are not intended to replace the more expansive, unregulated OBF CARE/ISI guidelines that exist today. Industry participants should continue to work within the industry forum to develop and use established OBF guidelines appropriate for particular needs.]*

# Anticipated Impact: Consumer Complaints

- Approximately 40% to 60% of consumer complaints concerning billing errors may be eliminated.

*[Note: Estimates are based on samples of complaints drawn from the billing errors category for each of the three presenting companies.]*

- Anticipated reductions in complaints will be realized only upon 100% participation in the mandatory minimum CARE process by *all* industry participants.



# Recommendation

- Issue a Notice of Proposed Rulemaking for industry-wide, mandatory minimum CARE standards.

# **Minimum *CARE* Standards Document**

**(Customer Account Record Exchange)**

*A Joint Proposal*  
(AT&T/WorldCom/Sprint)  
September 18, 2002

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## PREFACE

An interexchange carrier [IXC], sometimes referred to as an Access Customer [AC], can only obtain access to a customer ("end user" or "subscriber"), for the purpose of providing the requested interexchange service, via the particular local switch that serves that end user. An end user's choice in, or changes to, his or her preferred (or "presubscribed") interexchange carrier [PIC] are administered and provisioned by the Local Service Provider [LSP]. In the traditional environment, the LSP is also the executing carrier for the end user's telephone number. However, if the end user's local service is provided via resale or unbundled switching, then changes in the end user's PIC are executed in the switch via provisioning orders from or through the LSP to the executing carrier for the end user's telephone number. The end user's desire to initiate or switch a PIC is communicated directly through contact with the LSP's business office or through contact with the customer's preferred IXC who submits the order on behalf of the end user. In either scenario, effective communications between the LSP and the preferred IXC regarding the actual execution of the customer's choice, is critical to maintain accurate billing records and deliver quality customer service.

Standard procedures and processes are necessary for the exchange of this essential information. As such, the industry established an industry standard communication vehicle, namely Customer Account Record Exchange [CARE], to facilitate the exchange of information between the LSPs and the IXCs. CARE accomplishes such basic, yet crucial, functions as notifying an AC that a customer is now connected to its network or, alternatively, that it is no longer the customer's PIC.

Although there are established CARE Industry Standard Interface [ISI] guidelines, under today's non-regulated (CARE) environment, many LSPs do not adhere to these guidelines whereby insufficient or no CARE is provided to the ACs. Today, some LSPs and ACs participate in the exchange of CARE; however, because all carriers (LSPs and ACs, alike) do not participate in CARE, it is not only harmful to the carriers themselves, but it is detrimental to the end users. Without daily CARE updates, responses to AC PIC orders and notification of customer choice changes, the end user: may not be subscribed to his/her carrier of choice; may be subscribed at the LSP switch but will not be billed appropriately by the PIC'd AC when toll messages begin to flow; or may continue to receive a bill from the carrier that he/she has elected to leave. Consequently, customer complaints arise including continued billing and perceptions of slamming or cramming.

Essential CARE Transaction Code Status Indicators [TCSIs] communicate the PIC selections to a particular AC (inPIC); PIC removals from a particular carrier (outPIC); end user disconnects (dial-tone disconnect); and essential account maintenance activities that impact the PIC choice and/or changes to the base account information for the end user of the telephone service. Receipt of this critical information by the AC ensures the end user receives his/her requested services and an accurate, timely bill in a seamless manner. In the interest of customer satisfaction and accurate provisioning, a mandatory Minimum CARE Standard should be adopted at a national level.

This document represents the joint recommendation of AT&T, Sprint and WorldCom for a regulated Minimum CARE Standard. The recommended Minimum CARE TCSIs discussed in this document are a subset of the existing Ordering and Billing Forum [OBF] CARE/Industry Standard Interface [ISI] guideline TCSIs. The TCSIs in this document are identified as the Minimum CARE TCSIs that are considered essential for an AC to be able to:

- (a) submit a PIC order to the correct Local Service Provider on behalf of the end user (01XX TCSI)
- (b) know when any Local Service Provider has put an end user on the AC's network (20XX – new PICs, PIC changes, New Service TCSIs)
- (c) know when any Local Service Provider has removed an end user from the AC's network (22XX – outPICs, dial-tone disconnects, resale or unbundled switching migrations and porting activities TCSIs)
- (d) receive critical changes to the account for the end user currently PIC'd at the local switch to the AC (23XX – bill name and/or bill address, billing telephone number [BTN], working telephone number [WTN] and other customer changes TCSIs)
- (e) facilitate a request for billing name and address [BNA] for end users who have usage on the requesting carrier's network where the AC does not have an existing account for the end user working telephone number [WTN] /automatic number identification [ANI] (0501 – BNA for ANI requests TCSIs)
- (f) know who the LSP has suspended or blocked from using the Carrier Network due to collection or fraud issues to allow the PIC'd AC the opportunity to take the appropriate steps necessary to maintain customer continuity within the Carriers network and/or calling card process (27XX – advisory TCSIs)
- (g) receive a notification of order failure with a reason specific to the order to allow the AC to correct the order or take alternative steps (21XX, 31XX, 41XX, 26XX – reject TCSIs)

Note: This document is not intended to replace the current, more expansive, unregulated OBF CARE/ISI guidelines that exist today, but rather to propose a subset as an industry-wide mandatory Minimum CARE Standard. All LSPs (including ILECs/ICOs/CLECs) and ACs should additionally continue to work together within the industry forum to continue developing and using the established OBF CARE/ISI guidelines as they deem appropriate for their particular needs.

## **COST CONSIDERATIONS**

The provisioning of minimum Customer Account Record Exchange [CARE] is a critical part of doing business and necessary to providing service to customers. There are a variety of ways that this exchange of information can be transmitted that minimizes start-up costs, including paper (facsimile transmission, U.S. and/or overnight mail), e-mail or website, mechanized processing or real-time processing.

The Texas Public Utility Commission addressed a similar proposal\* to amend rules relating to carrier notification issues arising from changes in preferred telecommunication carriers. In that proposal, the Texas PUC states, "(t)here will be no adverse economic effect on small businesses or micro-businesses. . . There may be anticipated economic cost to persons who are required to comply with the section as proposed. The economic cost is difficult to ascertain or quantify at this time. However, the anticipated economic cost is outweighed by the benefit to telecommunications customers..."

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\* *Project No. 26131, PUC Rulemaking Proceeding to Address Notification Issues Arising From Changes in Preferred Telecommunications Utilities, pg. 2*

## **PROCESSING CONSIDERATIONS**

Under the Minimum CARE concept, processing considerations must be addressed to ensure accurate, timely end user billing and maximize customer satisfaction. In the existing CARE processes, a single solution does not exist to address when a Local Service Provider [LSP] (to include ILECs/ICOs/CLECs) fails to comply with the minimum requirements or when a discrepancy is identified. In conjunction with the adoption of minimum CARE standards as a requirement, enforcement controls should be implemented to address when an LSP or AC is in non-compliance with these rules. LSPs should be required to meet the minimum CARE standard as soon as reasonably possible once a standard has been adopted. The following recommended processes are a necessary component to the minimum CARE standards.

### **Failure to Communicate PIC Activity/Account Maintenance Information**

Under a regulated CARE environment, it is essential for all LSPs to adhere to the CARE process and provide all daily business office initiated end user PIC change and account maintenance activities to the PIC'd AC, in addition to providing appropriate CARE responses to AC-initiated PIC change requests (confirmations or rejects). This daily CARE feed from the LSP serves as the only official notification to the AC that the end user has been added or removed from the AC's services and/or critical account maintenance changes have occurred. Absent these daily CARE notifications to the ACs, the end user customer may not be subscribed to his/her carrier of choice; or may be subscribed at the LEC switch but will not be billed appropriately by the PIC'd AC when toll messages begin to flow.

In conjunction with a mandated Minimum CARE Standard an efficient single solution industry resolution process must be considered and developed to ensure customer satisfaction and accurate provisioning when an LSP fails to comply with the minimum requirements.

### **Timeliness, Accuracy and Completeness Controls**

Timeliness, accuracy and completeness criteria are essential elements of the Minimum CARE expectations to ensure end user requests are processed without undue delay in support of seamless customer experiences. The expectations for timeliness, accuracy and completeness must meet a best-case standard. Established timeliness thresholds are met by measuring AC-initiated order activity and LSP-initiated CARE activity according to media type (real time, mechanized, email/internet, tape/cartridge and paper processing). Incumbent local exchange carriers today that generally meet or nearly meet this standard should be expected to continue at no less than that level. The expectations and defined measurements can best be determined through the notice and comment process.

*Additionally, enforcement controls need to be established to ensure that Carriers employ "best efforts" to maintain the accuracy of the CARE data being exchanged. The guidelines set forth in the Ordering and Billing Forum [OBF] Equal Access Subscription Customer Account Record Exchange [CARE] Industry Standard Interface [ISI] document should be used as a point of reference to ensure the accuracy and completeness of the CARE data. When accuracy and/or completeness expectations are not achieved due to incomplete or inaccurate CARE data received from an AP, an immediate recovery process must occur.*

## **Recovery Process**

In the event of an AP's self-discovery, or notification by the AC of incomplete/inaccurate customer information (CARE) data, a mutually agreed upon recovery action should be immediately implemented by the AP. This recovery action must occur within a reasonable\* time period to limit end user customer impacts and ensure accurate billing.

Examples of the Recovery Process Proposal:

<b>ERROR</b>	<b>RECOVERY</b>
Missing or Inaccurate BNA	New Records with Complete or Corrected BNA
Wrong TCSI sent	Corrected file with accurate TCSI

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*\* On average, the reasonable timeframe would be a 3-5 business day time period based on a majority of error conditions.*



## MINIMUM CARE STANDARD TRANSACTION CODES/STATUS INDICATORS

### AC to LSP TCSIs

These codes allow the Access Customer [AC] to send, and the Local Service Provider [LSP] to receive, change orders on behalf of the subscriber and requests for customer account information.

#### Transaction Code [TC] 01

This Transaction Code [TC] contains the necessary data required to subscribe an end user's line(s) to the submitting AC.

These Transaction Codes Status Indicators [TCSIs] allow an AC to submit an order on behalf of the end user customer instructing the LSP to install/change the preferred interexchange carrier [PIC] for the end user line(s) to the submitting Carrier.

Minimum TCSIs	Description of TCSI	Value
0101 0104 0105	WTN & all associated terminals BTN, and all associated WTNs and terminals WTN only  <i>Support of one or more of these TCSIs is based on applicable network configuration and the appropriate processing level at the LSP.</i>	Allows for an AC to submit a PIC Order on behalf of the end user customer requesting the specific AC service(s)

#### Transaction Code [TC] 05

This TC is used by the AC to request account information from the LSP.

This TCSI provides a process for an AC to submit a request for the Billing Name and Address [BNA] of the end user for the particular working telephone number [WTN] the AC has received usage on.

Minimum TCSI	Description of TCSI	Value
0501	Request for information for submitted Automatic Number Identification (ANI)	Allows an AC to request a billing name/address to be able to bill usage for a WTN not in the Carrier's (active or PIC) database.

### **LSP to AC TCSIs**

These codes allow the Local Service Provider [LSP] to send, and the Access Customer [AC] to receive status and account information concerning the end user.

#### **Transaction Code [TC] 20XX**

This Transaction Code [TC] provides notification to an AC that the designated end user has selected the receiving AC as the preferred interexchange carrier [PIC] for the working telephone number [WTN] and jurisdiction. This activity could have been through end user direct contact with the LSP (business office order) or a response to an AC order submitted on behalf of the end user (see Customer to Provider TC 01).

Minimum TCSIs	Description of TCSI	Value
2003 Alternative  (see Preferred 2008, 2009 & 2010)	InPIC to receiving Carrier from an LSP business office order, new or additional service.  <i>Provides notification to the AC that the LSP has placed WTN on the carrier network as PIC'd to Carrier at designated jurisdiction.</i>	Allows for accurate establishment of end user account and billing of end user usage as PIC'd account
2004	InPIC to receiving Carrier as confirmation from a Carrier-initiated 01XX.  <i>Provides confirmation to AC Provider placed WTN on carrier network as PIC'd to Carrier at designated jurisdiction as requested in 01XX order to provider.</i>	Allows for accurate billing of end user usage as PIC'd account. Also confirms PIC change was done at request of Carrier. In event of PIC dispute this TCSI confirms Carrier submitted the change.
2005*	InPIC on end user moving. Move is within the local provider area.  <i>Provides notification to the AC the end user has moved and is PIC'd to the receiving AC. Paired with 2202 TCSI.</i>  * TC 23 could be provided in place of, or in addition to 2005 and 2202.	Allows accurate billing of end user usage as PIC'd account. Also provides new telephone number and address of end user.

**Transaction Code [TC] 20XX Continued**

Minimum TCSIs	Description of TCSI	Value
2007*	<p>InPIC on end user where the responsibility for payment has changed. New end user does not assume liability for usage incurred by previous end user.</p> <p><i>Provides necessary information of new responsible party on existing WTN account. Provides confirmation that new responsible party does not accept usage incurred by previous party on account. Paired with TCSI 2212.</i></p> <p>* TC 23 could be provided in place of, or in addition to 2007 and 2212.</p>	Allows accurate billing of end user usage as PIC'd account, and also allows for accurate billing of previous usage to old responsible party.
2008, 2009 & 2010 Preferred  or 2003 Alternative	<p>InPIC to receiving Carrier from a Provider business office order  2008 = New Service;  2009 = PIC Change to existing end user account;  2010 = Add new line to existing account.</p> <p><i>Provides notification to the AC that the LSP has placed WTN on the carrier network as PIC'd to Carrier at designated jurisdiction.</i></p>	Allows for accurate establishment of end user account and billing of end user usage as PIC'd account.
2011	<p>InPIC as a result of a PIC Dispute</p> <p><i>Notifies the Carrier end user has been returned to carrier's network as a result of a reported PIC Dispute.</i></p> <p><i>Associated (outPIC) TCSI 2217 or 2218 or 2219.</i></p>	Provides information to the Carrier for FCC Slamming requirements.
2020	<p>InPIC confirmation of AC order that changed the toll reseller on an existing account.</p> <p><i>Currently this process is only required in the state of California. Provides confirmation the Local Service Provider changed the Toll Reseller identification in the LSP Records.</i></p>	Accurately identifies the account as being PIC'd to a Toll Reseller.

### **Transaction Codes [TC] 21XX, 31XX & 41XX**

These Transaction Codes [TCs] are utilized to reject an Access Customer [AC] order when the LSP can not process the order. The reject provides necessary information for the AC to determine the reason the order rejected, allows for timely correction and re-submittal if applicable, or identifies alternative handling procedures may be necessary.

Minimum TCSIs	Description of TCSI	Value
All Applicable	Industry-defined reject TCSIs should be provided based on the industry guidelines and LSP edit processes.	Rejects are a valuable tool to assist in re-working an end user order thereby meeting end user expectations.

### **Transaction Codes [TC] 22XX**

This Transaction Code [TC] provides notification to an Access Customer [AC] that the designated end user has either dial-tone disconnected his local service or has selected a new AC for his PIC. This activity could have been through end user direct contact with the Provider (business office order PIC Change or service disconnect) or as an OutPIC response to another AC order submitted on behalf of the end user to change the PIC selection to the new AC.

Minimum TCSIs	Description of TCSI	Value
2201 Alternative  (see Preferred 2215 2216)	Service Disconnect  <i>Provides notification to AC the end user has disconnected his local service with the Provider.</i>	Cancels the end users service for the AC. AC will issue Final Bill to the end user.
2202*	Disconnect notification on end user Moving.  <i>Provides disconnect notification to AC the end user is moving. Paired with the 2005 TCSI. End user moving may or may not have made a change in his/her LD Carrier.</i>  * TC 23 could be provided in place of, or in addition to 2005 and 2202.	Allows for accurate billing of end user usage. Paired with the 2005 the end user's account will remain intact at the AC. Without paired transactions the end user's account would be disconnected and the OCP would be taken down inappropriately.

**Transaction Codes [TC] 22XX Continued**

Minimum TCSIs	Description of TCSI	Value
2203	OutPIC notification from the Provider. AC service cancelled through the LSP.  <i>Provides notification the end user has changed his/her PIC selection through direct contact with the LSP.</i>	Allows the AC to accurately status the end user account as not PIC'd and, if appropriate, render a final bill.
2206	OutPIC notification from the Provider. AC service cancelled through another AC order.  <i>Provides notification the end user has changed his/her PIC selection through direct contact with the gaining AC.</i>	Allows the AC to accurately status the end user account as Not PIC'd and, if appropriate, renders a final bill.
2212*	Notification to the AC the responsibility for payment on this WTN has changed. The new end user does not assume liability for usage incurred by previous end user. Paired with TCSI 2007.  * TC 23 could be provided in place of, or in addition to 2007 and 2212.	Allows for accurate final bill of end user usage on previous party account. Also allows for accurate billing of new usage to new responsible party if PIC remains with AC.
2215, 2216 Preferred  or 2201 Alternative	Service Disconnect 2215 = Partial 2216 = Total  <i>Provides notification to AC that the end user has disconnected his/her local service line(s) (either partially or totally) with the LSP.</i>	Cancels the end users service for the AC. For total disconnects, AC will issue Final Bill to the end user.
2219 Preferred  or 2217 Alternatives or 2218 Alternatives	OutPIC as a result of an end user reported PIC Dispute.  <i>Provides the necessary data to the alleged unauthorized AC to resolve complaint with the end user and comply with FCC Slamming requirements.</i>  End User cancelled AC service, disputed PIC selection - one PIC change charge.  End User cancelled AC service, disputed PIC selection - two PIC change charges.  <i>Provides the necessary data at the jurisdictional level to the alleged unauthorized AC to resolve complaint with the end user and comply with FCC Slamming requirements.</i> <i>Associated (inPIC) TCSI 2011.</i>	Allows for the timely resolution of the end user's PIC Dispute per FCC/State PUC Slamming requirements.

**Transaction Codes [TC] 22XX Continued**

2231	<p>Service Disconnect - Number Portability</p> <p><i>Provides notification to the PIC'd AC the end user has ported his/her telephone number to a new local service provider - new local provider identification may be provided in the CARE record. The PIC may or may not remain with the AC.</i></p>	<p>Allows for the timely billing of end user usage if the new local provider is identified to be able to request and receive the BNA information.</p>
2233	<p>Service Transfer between Local Providers (Resale or Unbundled Switching).</p> <p><i>Provides notification to the PIC'd AC that the end user has moved his local service from one local service provider to another local service provider - new local service provider identification may be provided in the CARE record. The PIC may or may not remain with the AC.</i></p>	<p>Allows for the timely billing of end user's final bill or allows for uninterrupted billing to end user customer who only changed his local service provider.</p>
2234 Alternative for Resale or Unbundled Switching LSPs	<p>Notification to the AC of termination of the resale or unbundled switching arrangement between the LSP and SWP.</p> <p><i>This TCSI should be used by the LSPs in a resale or unbundled switching arrangement who are unable to determine the reason of the line loss. This alternative 2234 is notification to the AC of the termination of the arrangement.</i></p>	

### **Transaction Codes [TC] 23XX**

**This Transaction Code [TC] provides notification to the PIC'd Access Customer [AC] of any end user information changes not associated with PIC changes. The purpose is to serve as an account maintenance vehicle for the AC to which the end user is subscribed.**

<b>Minimum TCSIs</b>	<b>Description of TCSI</b>	<b>Value</b>
2317  or 2368 &  2369 Alternatives	<p>Critical End User Information Changes.</p> <p>BTN Account Level (critical) End User Information Changes.</p> <p>WTN Line Level (critical) End User Information Changes.</p> <p><i>Provides the PIC'd AC critical account information changes on the end user (e.g. Number changes, Address changes.)</i></p>	<p>Allows for the timely, accurate billing of the end user usage without disruption of end user service. Absent account changes the bills would be sent to the wrong end user.</p>

### **Transaction Codes [TC] 25XX**

**This TC provides Billing Name and Address [BNA] for Automatic Number Identification [ANI] positive responses to the Access Customer's request for BNA (see 0501).**

<b>Minimum TCSIs</b>	<b>Description of TCSI</b>	<b>Value</b>
2503	<p>BNA for ANI as requested by AC. PIC assigned to requested AC.</p> <p><i>Provides the AC with the Billing Name and Address for the ANI submitted and confirms WTN is PIC'd to the submitting AC.</i></p>	<p>Allows for timely, accurate billing of usage on PIC'd customers.</p>
2504	<p>BNA for ANI as requested by AC. PIC not assigned to requested AC.</p> <p><i>Provides the AC with the Billing Name and Address for the ANI submitted and confirms WTN is not PIC'd to the submitting AC.</i></p>	<p>Allows for timely accurate billing of usage on Non-PIC'd customers.</p>

### **Transaction Codes [TC] 26XX**

These TCSIs are utilized to reject an Access Customer request for Billing Name and Address [BNA] for Automatic Number Identification [ANI] when the Local Service Provider cannot process the record due to error or because the requested BNA is not available (see 0501 and 25XX).

Minimum TCSIs	Description of TCSI	Value
All Applicable	Rejects for BNA for ANI requests (0501)  <i>Industry-defined reject TCSIs for BNA for ANI requests (0501) should be provided based on industry guidelines and Local Service Provider edit processes.</i>	Informs the submitting AC this ANI is either not found in the Provider records or belongs to a different Local Service Provider.

### **Transaction Codes [TC] 27XX**

These TCSIs are utilized to advise the PIC'd Access Customer of activity impacting the end user's account. Support of 2716 / 2717 "Toll Only Network Blocked" TCSIs is based on applicable network configuration and the appropriate processing level at the Local Service Provider.

### **Temporary Local Service Deny TCSI Advisories**

Minimum TCSIs	Description of TCSI	Value
2710	Advisory - Temporary Suspension of Service - Non-Payment  <i>Advises the PIC'd AC the end user's service at the Local Service Provider has been temporarily suspended due to non-payment. Paired with 2711. End User generally only has emergency/911 access.</i>	Advises the PIC'd AC the end user service is suspended. Allows the AC to take necessary steps on it's own network &/or calling card processes.
2711	Advisory - Service Restored from Temporary Suspension - Non-Payment  <i>Advises the PIC'd AC the end user's service at the LSP has been restored from temporary suspension. Paired with the 2710.</i>	Advises the PIC'd AC the end user service is restored from suspension. Allows the AC to reverse the steps taken in 2710 activity.



**Transaction Codes [TC] 27XX Continued**

**Toll Only Network Block TCSI Advisories**

Note 1: If the Local Provider supports a Toll Block process, receipt of the following TCSIs is expected as part of the Minimum CARE standard.

Note 2: Currently, there are several states where the Local Service Provider is restricted from informing the PIC'd carrier about end user customer payment difficulties/delinquencies. It is essential for the PIC'd Carrier to know why/when the LEC provider has temporarily "suspended" or permanently "blocked" the end user customer from accessing the network of the PIC'd Carrier. In these particular states, the Industry has adopted TCSI codes for this specific purpose. Under the Minimum CARE concept, it is essential these TCSI codes be available for use by Local Companies operating under PUC rules to comply with state-specific rulings and satisfy the need to inform PIC'd carriers about suspensions/blocks.

<p>2716 Preferred</p> <p>or</p> <p>2720 or</p> <p>2721 Alternatives</p>	<p>Advisory - Access to AC's Network Blocked</p> <p><i>This TCSI advises the PIC'd AC the end user's service at the Local Service Provider has been blocked from the AC's network for non-payment. Paired with the 2717. End user has local dial tone and access but cannot make 1+ calls.</i></p> <p>Advisory - End User service blocked.</p> <p>Advisory - End User service blocked. Reason not specified.</p> <p><i>In states where Local Service Providers are not allowed to advise of non-payment status, the use of the 2720 or 2721 advisory TCSIs is acceptable.</i></p>	<p>Advises the PIC'd AC the end user 1+ service is blocked. Allows the AC to take necessary steps on it's own network &amp;/or calling card processes.</p>
<p>2717</p>	<p>Advisory - Access to AC's Network Restored</p> <p><i>This TCSI advises the PIC'd AC the end user's service at the Local Service Provider has been restored.</i></p>	<p>Advises the PIC'd AC the end user service is restored from block. Allows the AC to reverse the steps taken in 2716 (2720/2721) activity.</p>

## GLOSSARY OF TERMS

Acronym	Definition
AC	Access Customer [a.k.a. Interexchange Carrier]
ANI	Automatic Number Identification
BNA	Billing Name and Address
BTN	Billing Telephone Number
CARE	Customer Account Record Exchange
CLEC	Competitive Local Exchange Company [Local Service Provider]
FCC	Federal Communications Commission
ICO	Independent Telephone Company [Local Service Provider]
ILEC	Incumbent Local Exchange Company [Local Service Provider]
ISI	Industry Standard Interface
IXC	Interexchange Carrier [a.k.a. Access Customer]
LEC	Local Exchange Company [a.k.a. Local Service Provider]
LNP	Local Number Portability
LSP	Local Service Provider [a.k.a. Local Exchange Company]
OBF	Ordering and Billing Forum
PIC	Primary Interexchange Carrier
PUC	Public Utility Commission
SWP	Switch Provider
TC	Transaction Code
TCSI	Transaction Code Status Indicator
WTN	Working Telephone Number